

TEXAS



REAL ESTATE COMMISSION

APPRAISER LICENSING & CERTIFICATION BOARD

TREC Commissioners

John D. Eckstrum
Chair

Avis G. Wukasch
Vice-Chair

Joanne Justice
Secretary

Adrian A. Arriaga

Troy C. Alley, Jr.

Tom C. Mesa, Jr.

Robert C. (Chris) Day

Jaime Blevins Hensley

Dona Scurry

Douglas E. Oldmixon
Administrator

TALCB Board Members

James B. Ratliff
Chair

Mark A. McAnally
Vice Chair

Luis F. De La Garza, Jr.
Secretary

Walker R. Beard

Malachi Boyuls

Robert D. Davis, Jr.

Clinton P. Sayers

Sheryl Swift

Donna J. Walz

Douglas E. Oldmixon
Commissioner

TREC & TALCB License Holders Receive Copies “On Demand”

Expanded agency online services now include easy access via the website to order duplicates of licenses with no charge to license holders.

IMMEDIATE RELEASE
January 10, 2011

CONTACT: Christine Anderson
512-465-3402

Starting the new year with a new benefit for license holders, TREC and TALCB have added another free feature to their available website toolkit. This new option allows users to receive a copy of their license “on demand”. Along with other recent improvements to the website, this new feature eliminates the need to place a phone call, or send an email, fax or letter to the agency to receive a valuable service.

Every license holder who has established an online account can request a copy of their license as often as they might need it. Within 24 hours of placing the order, they will receive the copy as an attachment by email. No phone calls; no order forms; and totally free. This new feature reduces the time it takes to request and receive a copy of a license by mail, as well as eliminating the \$20 fee charged to file a written request for a duplicate copy by mail.

Access to this tool requires a visit to the “My License Online Services” link on home page of the agency’s website. To establish an online access account, license holders simply provide an email address and set a password at this link. First time access requires a security token in order to authenticate the user, and this can be ordered online as well. It is important to note that both the security token and the “on demand” certificate will be sent to the primary business email that the agency has on record. License holders can confirm their business email of record with the “Licensee Lookup” tool on the TREC website. As of January 1, 2011 all license holders are required to provide an available primary business email address to the agency to facilitate efficient communication and service delivery.

The agency is dedicated to continuously improving the quality of service it provides to its 150,000 licensed real estate professionals. More improvements are planned for the website in 2011. All license holders are encouraged to go to the website first when working with the agency.